KnowledgeSync
Alerts and Workflow

The best way to ensure your company's survival during these tough economic times.

Don't be caught saying . . . "If only we had known . . . "

A Smoke Detector for Your Business

It's happened to you – overdue invoices that have to be written off; an unfulfilled order because you ran out of stock; or a discount lost because you missed the deadline. Troubling enough during a good economy, mistakes like this can determine the very survival of your business during tough times. Your organization simply cannot afford to miss out on critical information that can save you money, save you time, and keep your business afloat. And that's why Vineyardsoft is pleased to offer you KnowledgeSync – the most effective Business Activity Monitoring solution on the market today. KnowledgeSync is your invisible assistant; it automatically identifies and responds to critical business conditions that – left unchecked – can jeopardize the very survival of your business.

Flexible, Intelligent Alerts

Content, format, and delivery. These are the 3 keys to effective alert management. KnowledgeSync's alert messages can contain as much – or as little -- information as is required; individual messages may be casual or may appear as Forms or Documents. They may contain content from one application or from multiple applications. Supported message formats include HTML, PDF, MS Excel®, and MS Word®. Choose from executive-level summaries or detailed listings. And as for message delivery methods, KnowledgeSync includes E-Mail, Fax, Pager, SMS, and Web Browser (Dashboards).

Task-Specific Workflow

Keeping your organization – and your customers -- informed often requires more than just alerts. Business applications are critical to managing your data and to your organization's success. Those applications let your staff track what they have done, and what they need to do. And that's why KnowledgeSync combines Alerting with Workflow; so that KnowledgeSync can update your applications with the details of not only what has happened – but what has to happen to keep your organization running smoothly.

And KnowledgeSync's Alerting and Workflow are not limited to working with just one application; you can integrate all of your business applications with KnowledgeSync, ensuring a true enterprise-wide solution.

Got Reports?

Another area KnowledgeSync can help with is the production and delivery of the analytical reports your organization relies on. KnowledgeSync can automatically generate and deliver an unlimited number of Crystal Reports® – including such frequently-needed reports as Aged Receivables, Open Payables, Stock Status, and Check Reconciliation. Whether daily, weekly, monthly, or based on any other schedule, KnowledgeSync generates and delivers these reports in any format you require, including PDF, HTML, Microsoft Word®, and Excel®. And with KnowledgeSync you no longer have to scan through voluminous reports looking for the occasional "hiccup" (or exception) in your daily activities.

KnowledgeSync's reports can be "exception-based" so the reports that are generated and delivered to you show only the most critical information that requires your immediate attention.

Cross Application Analysis & Response

What happens when salespeople track their information in one application and financial people track their information in another? In a word, "dis-connects". The right hand doesn't know what the left hand is doing. A salesperson may work for days to close a deal, only to find out that it's been held up by someone in finance. Waste of time? You bet.

KnowledgeSync is the only application that performs cross-application analysis, alerts, and response. It doesn't matter what the applications are, who they're from, or what kind of databases they use. Cross-departmental and enterprise-wide business analysis and response is no longer a luxury; it's a necessity.

Incoming Email – Too Valuable to Ignore

When you talk about monitoring business data, monitoring "most of it" just isn't good enough. Email is universal, and in and among the raft of spam that every organization receives daily is valuable, time-sensitive information from customers, from prospects, and from partners. KnowledgeSync's "Email Response System" ensures that this valuable data is identified, captured, and acted upon.

KnowledgeSync can monitor an unlimited number of email accounts for incoming messages. These messages are scanned to see who they're from and if they're important. And then KnowledgeSync "matches" those messages with records in your database to determine who needs to do what in response to them.

Whether it's to monitor questions emailed to your Support staff, or to follow up on sales inquiries logged into your website, KnowledgeSync lets your organization better manage your email traffic and take better advantage of every customer interaction.

Ready – to -- Use Events

Although the KnowledgeSync Wizard lets you easily create your own events, KnowledgeSync comes pre-packaged with events for use with many products such as the Microsoft Dynamics® products, Sage Software products, and more. There is no charge for these EventPaks, and they give you the ability to get up-and-running with KnowledgeSync in just a couple of hours. Along with the free 30-day KnowledgeSync Trial License, you can get started with KnowledgeSync today.

Free EventPak Alerts Examples	
☑	Employee Performance Review in 'x' Days
☑	Employee Certifications Due to Expire
☑	Open Invoices Overdue for Payment
☑	Payables that are Overdue
☑	High Balance Vendors
☑	Invoices with Excessive Freight
☑	Today's Payments
☑	User Activities Overdue for Completion
☑	High Balance Customers
☑	Customers Running Out of Credit
☑	Customers Over Credit Limit
☑	Customers Not Buying Recently
☑	Stock Surpluses / Shortages
☑	Quotes Expiring in 'x' Days
☑	Low Calls Scheduled for Sales Reps
☑	Employees with Negative Sick Time